

## Solutions and Products

InfoVista delivers a suite of Service-Centric Performance Management software solutions that assure the optimal delivery of business-critical IT services. Our products interoperate seamlessly to provide flexibility, scalability and openness within a highly efficient, multi-tier software platform, VistaFoundation. InfoVista's VistaInsight family of solutions are delivered with bundled sets of preconfigured analytics, solution-specific Key Quality Indicators (KQIs) and Key Performance Indicators (KPIs), prepackaged reports and embedded best-practice workflows. The solutions share common metrics and a centralized report inventory architecture that are inherently efficient at information collection, analysis and correlation, minimizing impact on the infrastructure and maximizing efficiency of operations management. Automated discovery of infrastructure resources and management report provisioning ensure ease of deployment and maintainability.

### Solutions

**VistaInsight for Networks, Enterprise Edition** is an intelligent performance management software solution that provides business-relevant insight into real-time, historical and future network service performance. A configurable Portal interface spans organizational and technical silos. Real-time analysis of legacy and next generation network technology identifies performance and capacity problems proactively so they can be addressed before end-users are affected.

**VistaInsight for Networks, Service Provider Edition** is a customer-focused performance management software solution that enables effective management of legacy and Next Generation Networks (NGN) including Layer 2/Layer 3 VPNs and supports delivery of Managed Service offerings. OSS interoperability automates the configuration of out-of-the box analytics, KPIs, reports and Portal views. The interactive Portal interface centralizes key metrics for global core monitoring and customer analysis and delivers multiple grades of reporting for customer portfolio offerings.

**VistaInsight for IP Telephony** transcends technology domains to simplify Management of IP Telephony as a service, while revealing how well individual resources support delivery of those services. VistaInsight for IP Telephony delivers preconfigured service management workflows that support best practices for rapid problem resolution, proactive capacity planning and personalized service level reporting. The embedded workflows maximize effectiveness of IP Telephony operations management; thereby reducing skill level requirements and averting problems related to system reliability and service quality.

**VistaInsight for Servers** is a service-centric performance management solution for computing systems that provides a single-pane view of real-time and predictive performance information in support of capacity planning, consolidation and virtualization projects. A core set of unique Key Performance Indicators (KPIs) abstract performance, capacity and service level information into intuitive, business-relevant dashboards that enable real-time status reviews and accurate long-term capacity planning. A highly flexible and customizable Portal interface facilitates rapid drill downs from business level dashboards into detailed server and resource performance.

**VistaTroubleshooter** is a stand-alone, Web-based performance troubleshooting solution designed specifically to enable users to quickly start high resolution, high polling rate, real-time reports. VistaTroubleshooter has an intuitive interface that requires no knowledge of how to log in to devices and run command line actions to troubleshoot IT performance problems. It is self managed and requires no training, enabling even inexperienced support staff to be effective problem solvers. VistaTroubleshooter includes integrations with *Smarts InCharge*, *HP OpenView*, *Micromuse Netcool*, and *Aprisma Spectrum*.

## Products

**VistaWatch** is a true end-to-end service-centric management solution that provides 'quality of experience' active monitoring of web-based applications. It also supports IP Service transactions including, DNS, Reverse DNS, Ping, Traceroute and TCP port availability. VistaWatch can also interoperate with other industry offerings around end-user experience monitoring.

**VoIP Extension Module** is a soft probe which transmits and receives real voice packets to determine the network's readiness for VoIP traffic. Using an advanced algorithm, and incorporating gateway and phone parameters, it produces an accurate voice quality score and also provides root cause analysis, by linking voice quality problems to LAN congestion, router congestion, access congestion, diverse routing, and unreliable links. The VoIP Extension Module is a fully integrated add-on product to the VistaInsight solution set.

## Integrations

**InfoVista Integrations** are pre-built modules with leading vendors in major categories of the EMS and OSS. InfoVista integrations leverage our open, documented and supported API to create substantial customer value and provide our customers with the benefits of best-of-breed, off-the-shelf software without the typical costs and risks of complex software integration.

**L2/L3 VPN Services Module for Alcatel 5620 SAM** is a pre-built integration with the Alcatel 5620 Service Aware Manager (SAM) that accelerates service provisioning and service assurance of Layer 2 and Layer 3 VPN services.

**L2/L3 VPN Services Module for Cisco IP Solution Center** delivers complete lifecycle management, from creating and provisioning L2/ L3 VPN services to activation, capacity planning, service level problem detection, troubleshooting and customer SLA reporting.

**VistaLink for NetFlow Tracker™** is a pre-built integration of the VistaInsight for Networks solution and NetFlow Tracker from Crannog Software that links devices and services to user-friendly NetFlow reporting.

**EMC Smarts Integration** connects EMC Smarts with the InfoVista suite of solutions to provide an integrated platform for discovery, report provisioning, fault, performance management and root cause analysis.

## Supporting Products

**Vista Plug-ins** are intelligent agents that reside on local and remote servers and workstations. They gather traffic statistics and performance information on IT service levels not readily available using traditional SNMP. Performance data is gathered by polling the Vista Plug-in agents, instead of IT devices.

**Vista Plug-ins for IPT Cisco** are a collection of IP Telephony related agents, which measure key Cisco CallManager, Unity, Exchange, Active Directory, and Windows Server performance monitoring metrics.